I hope it is good :D

1- Statistically, we remember what percentage of what is spoken?

A) 20 percent

B) 30 percent

C) 70 percent

D) 80 percent

Answer is : B

2- Exchange of ideas between two or more persons is

A) Understanding

B) Telling

C) communication

D) listening

Answer is : C

3- Which is not the type of communication channel
A) Speaking, listening
B) Writing, reading
C) Visualizing, observing
D) Thinking, acting
Answer is : D

4- Communication without words is called
A) Non- verbal communication
B) Verbal communication
C) Oral communication
D) Written communication
Answer is : A

5- Effective communication is that in which
A) sender sends a complete message
B) Receiver understands the message of sender
C) Communication is oral
D) communicaton is in writing
Answer is : B

6- *Always avoid _____ when delivering critical comment.*

A) listening

B) speaking

C) we-based messages

D) you-based messages

Answer is : D

7- _____ is an active process ; whereas _____ is a passive process

A) Listening ; hearing

B) Hearing ; listening

C) Reading ; writing

D) Writing ; reading

Answer is : A

8- The advantage of oral communication is

A) Immediate response is possible

B) There is no waste of time

C) The listeners reaction can not be observed by the speaker

D) There is no disadvantages

Answer is : A

9- Identify the disadvantages of oral communication

A) Immediate response is possible

B) Listeners reaction is observed

C) A considerable amount of time and mony is spent

D) Both A and B

Answer is : C

10- Gathering only facts, without trying to understand the content, while listening is

A) Strategy of effective oral communication

B) Barrier to effective oral communication

C) Strategy of effective listening skills

D) Barrier to effective listening skills

Answer is : D